

**New Wokingham Road Surgery Patient Participation Group
Minutes of the Meeting held on 8th February 2019**

Present

Andy Wells-King
Brian O'Regan
Judy O'Regan
Brenda Metcalf
Sue Honey
Mary Twomey
Noel Twomey
Jasmin Bushnell
Jane Kirkwood
Debbie Tomlin

1. **Apologies** - There were none
2. **Minutes of the Meeting** held on 2nd November 2018 were approved
3. **Matter Arising** – There were none.
4. **Treasurer's Report** – JO'R sent committee members a copy of the accounts prior to the meeting. There is a balance of £21.60 in the account. Since the last meeting another £100 has been sent to MCMC so £1500 has been sent since September 2016.
5. **Friends and Family Test** – October, November and December results were discussed. There were no negative comments, only complimentary ones.
6. **Sherry and Mince Pie afternoon** – Thursday 29th November - Very successful afternoon. If the committee know of a patient who would benefit from attending this year would they please put their name forward.
7. **Update from PPG Forum** – nothing to report and currently there is no meeting scheduled.
8. **DNA (Did Not Attend)** – The November NAPP bulletin highlighted the high DNA figures. Following 'positive psychology' guidelines, a trial had been set up displaying notices that give positive figures relating to how many patients did attend their appointments rather than how many did not. Apparently this had reduced the number of DNA at the trial surgery. It is also important to ask the patient to write down the appointment, rather than do this for them. JK will look into this and report back at the next meeting.
9. **Integrated Care System** – AWK and BM will be attending a meeting held by Berkshire West CCG to explore how the ICS can engage with PPGs to improve patient care at a neighbourhood level, as well as the developing role of GP Alliances in integrating primary care services. The event will take place at Reading Town Hall, Blagrove Street, Reading, 20th Feb 19.
10. **PPG Charity** – AWK has received a phone call from a patient who has asked if we would consider fundraising for The Samaritans. It has always been policy to fundraise for a local charity and it may be possible to find one linked to mental health. This will be discussed at the

AGM in April. Committee members will research local charities. BM will write to MCMC giving them advance notice that we may not be supporting them after the AGM.

11. **Enhanced Access CES 7 day working –Enhanced Access CES 7 day working** – This was discussed in great detail and the conclusion is that following guidelines imposed by our local Clinical Commissioning Group, the Extended Hours service provided is now less satisfactory than previously provided by this surgery. More appointments had been available during the weekends and evenings at our own surgery. The patients here have a very good relationship with the clinicians and have not needed to use the other surgeries within these Extended Hours. Patients from other surgeries had not used this surgery. Moving to a Federated IT system has caused a lot of problems for the surgery team and was finally resolved w/c 28th Jan. The current service specification for Enhanced Access expires at the end of March, and it is not clear what will happen then.

12. **Information from the Practice –**
Pam Jones, nurse, is reducing her hours. Sharon Flint, currently a district nurse, will be joining the surgery early March. Becky Steel has gone on maternity leave. Julie Hall, who is a Diabetes Nurse Specialist, joined the surgery in September.
The Doctors within the surgery will be changing their working days from 1st April 19.

Telephone appointment call slots – 11am booking is not working. Ongoing discussions are being held by staff to improve the system. It has been suggested that 12pm call slots on the day might be a better option.

Surgery life continues to be extremely hectic. Reception desk is busy all the time with no slack. The website has been updated and now asks patients to phone/come in with queries after 8.30am after the initial morning rush. Using the 'Call back' facility on the phone causes havoc, so patients have been asked not to use this. Patients are being asked to come in with completed registration forms after 2pm. It would be such a help if patients could comply with these request.

The outgoing surgery message is being updated to include details of Footfall and an email has been sent to PRG members promoting Footfall.

A newsletter is planned for the near future.

13. **Heath Hill Road Surgery** – Heath Hill Road Surgery merged with Ringmead Practice on 1st February 2019. This will be a positive move for the practise. Patients will still attend the current surgery but will have access to Birch Hill and Great Holland's surgeries. The name will change eventually. This surgery has temporarily closed its books to Heath Hill Road surgery.

14. **Any Other Business** – L&G Community Initiative – AWK was asked to attend a meeting earlier this year that SH attended on his behalf. They wanted to know what was needed within the community that they could help with. A second meeting was cancelled and they are apparently going to consult with Crowthorne Parish Council instead.

15. **Date of next meeting** – 26th April 2019. The AGM will precede this meeting, and will commence at 09.00.

Meeting closed at 11.55

14.02.19 BM